

CPNI Presentation
AIM 10/3/2017

As a regulated utility company, Cap Rock Telephone must comply with rules enacted by the Texas Public Utility Commission and the Federal Communications Commission, the FCC. In 1998 the FCC developed some rules to protect customer's private information concerning the services they have. The main reason for doing this was to prevent telephone companies from unfairly using customer's private information to target market other services to them.

Phone companies have access to the services provided to customers as well as the specific call detail records. The FCC did not want this information to be used to upsell to customers based upon their usage. In addition, the FCC wanted to prevent unauthorized users from accessing a customer's information and making changes to their account.

The rules that were developed were called Customer Proprietary Network Information Rules, referred to as CPNI.

Cap Rock has always protected our customer's private information. We don't make changes to customer accounts without proper authorization and we have not used customer specific information to target market our services. However, these rules gave some more specific guidelines that we needed to follow.

Most of the rules are directed at the Commercial Department, where customers that call in must be verified before service orders can be done or questions can be answered. When we promote new products or services, we don't analyze customer's usage, but rather make the new offerings available to all eligible customers. Servicemen out in the field and at customer homes should not discuss other customer's services.



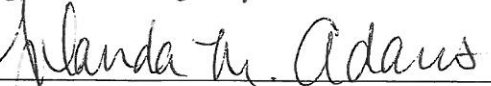
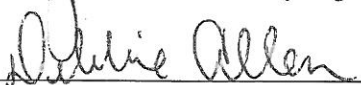







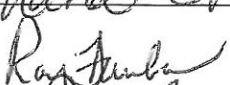



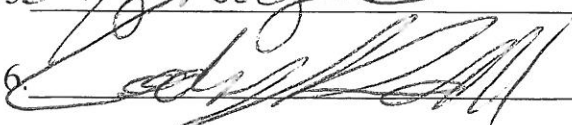
The FCC requires that we review these rules with employees, so please be sure to sign the sign in sheet provided at the entrance. If you have any questions about the policies, please let me know.

2017 Annual Employee Informational Meeting

Date & Time: October 3, 2017 at 7:15 p.m.

Location: Spur Community Center

Please Sign by Your Printed Name for Record of Attendance

- | | |
|-----------------------------------------------------------------------------------------|-----------------|
| 1.  | Riley Abbott |
| 2.  | Andrew Adams |
| 3.  | Yolanda Adams |
| 4.  | Debbie Allen |
| 5.  | Lupe Barrera |
| 6.  | Bryan Beaty |
| 7.  | Ronnie Bilberry |
| 8.  | Tom Bowman |
| 9.  | Cody Carnes |
| 10.  | Mike Cargile |
| 11.  | Shana Cheyne |
| 12.  | Ray Faubus |
| 13.  | Barry Ferguson |
| 14.  | Oscar Frausto |
| 15.  | Jay Hagins |
| 16.  | Cody Hall |

Please Sign for Record of Attendance (Cont'd)

- | | | |
|-----|--------------------------|-------------------|
| 17. | <u>Shayne Harris</u> | Shayne Harris |
| 18. | <u>Doug Hindman</u> | Doug Hindman |
| 19. | <u>Tra Howell</u> | Tra Howell |
| 20. | <u>Stephen Jones</u> | Stephen Jones |
| 21. | <u>Tonya Kelsey</u> | Tonya Kelsey |
| 22. | <u>Twila Key</u> | Twila Key |
| 23. | <u>Julia King</u> | Julia King |
| 24. | <u>Donald McArthur</u> | Donald McArthur |
| 25. | <u>Annette McCormick</u> | Annette McCormick |
| 26. | <u>Philip McCormick</u> | Philip McCormick |
| 27. | <u>AJ Moore</u> | AJ Moore |
| 28. | <u>Debbie Parsons</u> | Debbie Parsons |
| 29. | <u>Shane Parsons</u> | Shane Parsons |
| 30. | <u>Lisa Paschall</u> | Lisa Paschall |
| 31. | <u>Jerry Roberts</u> | Jerry Roberts |
| 32. | <u>Billy Ruiz</u> | Billy Ruiz |
| 33. | <u>Cody Shafer</u> | Cody Shafer |
| 34. | <u>Emily Schmidt</u> | Emily Schmidt |
| 35. | <u>Jason Slaton</u> | Jason Slaton |

Please Sign for Record of Attendance (Cont'd)

36. [Signature] Casey Smith
37. [Signature] Tommy Swaringen
38. [Signature] Mitzi Taylor
39. [Signature] Andy Vargas
40. [Signature] Katie Weiser
41. _____ Marvin West
42. [Signature] Paul White
43. [Signature] Jimmy Whitefield

The above signed employees of Cap Rock Telephone attended the company's Annual Informational Meeting (AIM) held October 3, 2017 in Spur, TX. At this meeting, the Cooperative's CPNI Policy was reviewed and discussed, by Ms. Cheyne, Director of Customer Service and Public Affairs. In compliance with federal regulations on CPNI; this shall serve as annual training.